

Subject: Escalation of Complaints from MPSCS Clients

Date Issued or Revised: Final 8/3/06

Date Review:

5.1.3 Escalation of Complaints from MPSCS Clients

I. Subject and Purpose

In the interest of providing MPSCS clients excellent service and total satisfaction, it is imperative that we install a process where client complaints with MPSCS services can be resolved. Due to availability and proximity to users, in most cases field maintenance section is the face of the MPSCS.

When problems arise, staff shall use established procedures to insure proper resolution of the complaint.

II. Procedures and Guidelines

- A. Obtain all information regarding nature of complaint from client. Information should include contact data, and all events leading up to and surrounding issue that are relevant.
- B. Open an MP2 work order for the issue and include all information. Assign the MP2 work order to the appropriate section or personnel.
- C. If this is an issue that cannot be resolved, keep your chain of command updated and assign or inform other areas of the existence of this work order by email, or telephone if need is immediate.
- D. The NCC shall be contacted for any issue regarding infrastructure or coverage.
- E. The NCC will record issue in activity log and will dispatch MPSCS resources to resolve issue.
- F. The NCC will notify MPSCS Engineering section if issue involves MPSCS design or coverage.
- G. The shop supervisor is responsible for resolution of customer issues within a reasonable time.
- H. The client shall be regularly notified of the status of the ticket by appropriate means of communication. The assigned section or personnel will keep the client apprised of the status of complaint resolution.

III. Responsible Party

- A. Contact for Questions
MPSCS Field Service Manager(s)
- B. Phone, Fax and Email Addresses
517.336.6618
517.336.6222

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- IV. Applicable Forms
 DIT-0156 2/06 (Attached) MPSCS Communication Trouble Report
- V. Termination or Review Responsibility
 MPSCS Field Service Manager(s)
- VI. Linkages to Other Relevant Data

MPSCS COMMUNICATION TROUBLE REPORT
Michigan Department of Information Technology

Fax to: **MPSCS Network Communications Center**
Fax No. (517) 333-5015
Phone No. (517) 333-5050

Date: _____ Time: _____

Number of Pages (Including cover) _____

Agency: _____

From: _____

Email Address

Telephone Number
()

Fax Number
()

1. Date of Problem		2. Time of Problem	
3. Location (Nearest crossroads, mile marker, landmark, etc.)			
4. Radio Type <input type="checkbox"/> Mobile <input type="checkbox"/> Portable		5. Model (If known)	
		6. Antenna Type (Disguised, pigtail, stubby, etc.)	
7. Talkgroup		8. Radio ID	
9. Detailed Description of Problem (Including bonks, garbled audio, intermittent, etc.) "Click HERE and Type"			

MPSCS OFFICE USE ONLY			
1. Problem Related to			
<input type="checkbox"/> System	<input type="checkbox"/> Site	<input type="checkbox"/> Subscriber Unit	<input type="checkbox"/> Possible Interference
<input type="checkbox"/> Other _____			
2. Course of Action "Click HERE and Type"			